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STATE FUND MONTANA

MONTANA GUARDIAN

"Serving Montana Employers and Employees"

APRIL 1991 Volume 01 Number 06

Tiered Billing

NEW SYSTEM DUE TO COME ON-LINE

You may have been wondering what's been going on lately as certain department vice-presidents, division directors, section supervisors and other key staff members have been disappearing to the "Underground" level for long periods of time developing something called "Tiered Billing". In a nutshell, Tiered Billing (TB) will allow the State Fund to bill employers based on their loss experience and/or their delinquency rate.

Three rate categories (tiers) will be available for billing: 1) the highest rate category, 2) the middle category, and 3) the lowest rate category. For Fiscal Year 92, each policy will be assigned one of these billing categories based on an analysis of a ratio of losses to premium. In years to come, an analysis of a reporting/payment "delinquency" rate may also be used to assign various rate categories.

Implementation of the new system is due to take place in July 1. This will include an all new Policy Services inquiry system with more information available, changes to access security, a new concept that eliminates multiple coverage periods for a policy, and more. Training for staff and interested parties is tentatively slated for May 20th through May 24th. Watch for more information which will be posted at a later date.

Contents

Message from the President 2

Letters to the Editor 2

Personnel Actions 3

Database Dittles 4

MIS Moves 4

MED PAY DATA ENTRY BACKLOG... *BITES THE DUST, AGAIN*

In 1990, the Medical Pay Data Entry Unit received an average of 1,400 pieces of mail daily from the Mail Room, 1,000 from Accident Cataloging and 250 from Claims. After sorting, verifying and/or encoding payee numbers and other coding, Med Pay entered an average of 800 documents per day. The remaining 1,850 pieces of mail are itemizations of bills, physicians' notes, letters or medical inquiries. This mail is not data entered but requires sorting and may require research prior to release.

This represents an 8.4% increase in documents received by Med Pay data entry and a 19.8% increase in documents data entered as compared to 1989.

Due to a record number of documents received in November, 1989, and January, 1990, the backlog by February 1, 1990, was about 25 work days from receipt in the Mail Room. With hard work and some help from outside Med Pay, the backlog reached the acceptable level of three (3) days or less in mid-March, 1990.

Med Pay's workload remained within acceptable limits until October, 1990 when another backlog began. Turnovers in staff in October and early November hindered the process and the backlog started increasing. The use of temporary employees and help from regular employees outside Medical Pay kept the backlog to a minimum during the orientation of new personnel. The backlog was within the acceptable level by the end of January of this year.

Currently, cross-training between Medical Pay and Accident Cataloging is underway. This will enable the two units to assist each other in times of training, turnover and peak periods. Hopefully, this should minimize the backlog in both areas in the future.

Since February 1st, Medical Pay has been operating within the acceptable level and plans to do so in the future. Congratulations to the Medical Pay employees on a job well done.

PLEASE RETURN

Message from the President . . . .

Patrick J. Sweeney

At this present time, there are training programs being designed in the Claims Division to implement workers' compensation claim handling methodologies that will acheive our internal objectives of file quality, severity control and process efficiency, while meeting the statutory requirements and service expectations of our customers.

Currently, the claim handling functions in our workers' compensation organization lack an accountable focus. We dissect each claim into its constituent transactional parts, passing these transactions to various functional units for completion. Transactions become associated with only each other on the production line; rather than becoming an integral part of the file management activities of a specific claim.

This also increases administrative involvement in both technical and processing areas.

Current and on-going training and reorganization will adopt the team concept as the appropriate claim handling methodology. Part of the goal is to assign claim handling functions pertinent to a specific group of accounts to one unit. This will focus complete accountability for all claim handling functions relevant to each claim into a single team comprised of technical and processing personnel. The team concept will improve accountablity; provide quality claim handling; increase control over losses; increase customer service and retention, while facilitating a proactive relationship between the insured and the claimant.

Change does not come easy, but with change can come success.

"I'd have written you a shorter letter but I didn't have the time."

Mark Twain

NEXT NEWSLETTER DEADLINE

Our next employee newsletter will be available on June 3rd. Due to holidays and vacations, the deadline for articles is May 17th. Articles are to be given to Harold Gilbertson.

LETTERS TO THE EDITOR

Thanks to everyone in Accounting for handling my duties while I am in Italy for the birth of my first grandchild.

Also since January, we have been collecting coupons for use by our military families. If you would like to help, please feel free to drop them off on second floor at the coffee station. Again, thanks.

Beth E. Hohn
Accounting Technician II

I would like to take this opportunity to express my sincere thanks to all of you at State Fund who sent cards, flowers and well wishes to me during my recent stay in the hospital. Each and every one was greatly appreciated and eased my hospital time.

Sincerely,
Dave Watt
Loss Prevention Consultant

STATE FUND MONTANA

MONTANA GUARDIAN

The State Fund "Montana Guardian" is an official employee newsletter published by the State Compensation Mutual Insurance Fund for the purpose to educate and keep State Fund employees informed on the workers' compensation industry, especially the new State Fund.

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Letters to the Editor of the Montana Guardian will be accepted from current State Fund employees. Letters to the Editor are to be submitted to Harold Gilbertson by the article deadline date and must include the employee's name, section and department name, and office phone number. Letters without the author's name, section and department name and office phone number will not be published. Letters deemed inappropriate to the goals and objectives of the Montana Guardian or State Fund will be returned to the author with an explanation why it was rejected. Due to space constraints, some letters may appear in a later issue. Letters to the Editor do NOT reflect the policy or official positions of either the Board of Directors or the management of State Fund.

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PERSONNEL ACTIONS

FROM JANUARY 11 ,1991
TO MARCH 12, 1991

NEW

Administration & Finance Department

Pat Zinnecker	Cashier III
Michelle Hoffart	Admin. Clerk II
Bridget Scevers	Data Entry Operator III
Cindy Steinmetz	Data Entry Operator III

Benefits Department

Bob Silberling	Claims Examiner I
Susan Amicucci	Claims Examiner I
Bill Forrest	File Clerk II
Joyce Flynn	Word Processing Operator II
Karen Simonds	Word Processing Operator II
Diane Dummer	Admin. Clerk I
Shari Herndon	Medical Claims Tech.

Legal Department

Bonnie Ward	File Clerk II

Underwriting Department

Cecilia Robinson	Audit Tech.
Jane Lehmer	Audit Tech.
John Valentine	Audit Field Rep. I (Billings)
Terry Dumont	Audit Field Rep. I (Great Falls)
Windy Dean	Admin. Clerk II
Chantal Hill	Admin. Clerk II

PROMOTIONS

Lisa Gray	Claims Examiner II
Kelly Pacurian	Program Assistant II
Donna Gregg	Program Assistant I
Shauna Foley	Admin. Clerk III
Connie Ferriter	Assistant Employer Rep.

LEFT

Tammy Dupree	Inez Slayman
Julie Welch	Bill Christianson
Traci Carruthers	Pat Hatfield
David Walker	

STOLEN PROPERTY

State Fund employees are again reminded to take safe guards to protect any of their possessions from theft. Lock up anything you do not want stolen, especially when you are away from your work area. If you do not have an area to lock up your possessions, see you supervisor. If you have anything stolen, report it ***IMMEDIATELY*** to Debbie Svaldi, Personnel Officer, at 6523.

WILCOX RETIRES

After thirty two (32) years of employment with the State of Montana, Harold Wilcox has retired. Harold's final day with the State was March 29th. HE WILL BE MISSED.

Harold has worked for three different state agencies, five governors, eleven administrators and more supervisors than he can count. He first came to work with the Workers' Comp agency nearly 25 years ago. The agency was then the Industrial Accident Board.

Safety inspector, statistician, safety supervisor and administrative officer are a few of the titles which Harold has held over the years. Most recently he has been Administrative Officer III and Safety Director. His duties included administration of the Loss Prevention Division, reviews of questions and complaints, small business clinics and about anything else which the Executive Staff needed done.

Harold plans to travel, play golf and generally enjoy his retirement from here on. We certainly wish him Good Luck and the best in the years to come!!

AASCIF HAPPENINGS

Three employees of Montana State Fund have been named to various AASCIF standing committees. AASCIF is the national association of State Funds. CONGRATULATIONS TO Nancy Butler, John King and Judy Simpson!

Nancy serves on the Law Committee. The major purpose of this group is to continuously review Federal legislation and court decisions and report to the membership as to the impact of such legislation and decisions on the AASCI and its members.

John is on the Policyholders Services Committee which is responsible for such projects as training outlines for underwriting and marketing functions and monitoring of new rating plans and concepts initiated by AASCIF members.

Judy chairs the Data Systems Committee which prepares presentations regarding new computer based applications, such as electronic mail and voice mail and assess their applicability to the insurance field. They will also provide examples of how each development may best be used by AASCIF members.

STATE FUND MPEA

State Fund MPEA will hold its general membership quarterly meeting on Thursday, April 18th. Two identical meetings will be held at noon and again at 5 pm in Room 302 to discuss recent legislation, contract negotiations and other union business.

ICCW

by CAROL A. MORRIS
STATE FUND'S ICCW REPRESENTATIVE

Just about a year ago when Ann Komac asked me to replace her as the State Fund's representative to ICCW. I replied suspiciously, "what is it?"

After receiving some unsolicited suggestions from our male co-workers having something to do with bake sales, Ann calmly explained it was a woman's group made up of representatives from all state agencies and concerned with a wide range of issues effecting women and men in state government. I thought it would be a good way to become better acquainted with the intricacies of state government and I agreed to give it a try. That was the beginning of a very busy and interesting first year.

The ICCW (Interdepartmental Coordinating Committee for Women) was established in 1977 by a Governor's Executive Order and has been effective in reviewing and making recommendations on state policies to the Governor's Office. ICCW's efforts have been effective in identifying policies and procedures which limit the participation of women in state government. ICCW sponsors training and career development seminars for all state employees in areas such as communication effectiveness, day care and the working parent, career planning and SBAS training. Representatives from ICCW also participated on the State Employee Compensation Committee and the State Employee Group Benefits Advisory Council.

One of the major focuses this year, of course, has been the 52nd Legislature. The ICCW's legislative subcommittee (of which I'm a member) has been heavily involved in tracking legislation on a wide variety of issues including gender balancing Governor appointed boards, councils and commissions; securing parental leave for fathers and adoptive parents as well as birth mothers; sex discrimination issues; child/dependant care issues; retirement issues and State Employee pay plans under consideration. We have provided testimony in various subcommittees on bills directly related to these issues.

Periodically ICCW information is placed on each floor at designated places. If you do not know where these areas are or have any questions about ICCW, please feel free to call (6473) or come and talk with me. Also, we will be looking for an additional representative from the State Fund and I'd be happy to talk to anyone who might be interested.

MIS MOVES

For those of you who have not yet noticed, the Management Information Services (MIS) has finally joined forces at the "Underground Level." The Programming Section has been in the Underground South for several months and in March the Operations Section joined them in the Underground North. The only trace that remains of them on second floor is the computer room. Where the move may have some inconveniences with removal of printouts from the system printer (mid morning, after lunch and mid afternoon instead of upon call), the rest is a big improvement! There are significant space gains, improved atmosphere and now MIS is all together!! We hope to establish a standing training room, also.

SO . . . If you need a program, are hankerin' for some systems training, want help with your computer, a form designed, or just want to say hello, then do as they say in the South and ***"COME ON DOWN!!"***

DATABASE DITTIES

You may have noticed a new indicator which shows up on some incidents on the Name Search Inquiry Screens. What does that new **"D"** under **"Owner"** mean, you may have asked? What is the **"Owner"** anyway?

The **"Owner"** field was added to indicate which incidents were added by the Department of Labor and Industry. The Department of Labor and Industry Dispute Resolutions Bureau will be adding incidents and accidents for Self-Insured (Plan 1) and Privately Insured (Plan 2) accidents. The Name Search screens will indicate which incidents were added by the Department of Labor and Industry by placing the **"D"** in the **"Owner"** field. State Fund incidents added by our Accident Cataloging Unit will have a blank space in the **"Owner"** field. Other Incident Inquiry screens will also indicate if the Department entered the incident. Of course, once the incident becomes a Plan 1 or Plan 2 accident the indicator reverts to a space. ***Incident Ownership - another Database Ditty.***